



Installation Guide for Macintosh

August 2019



Welcome to Kite Student Portal Software for Macintosh Computers

Note: The Kite® Student Portal software is supported for 64-bit Macintosh® computers. If your machine’s processor is 32-bit, then the machine is not compatible with the Kite Student Portal software.

Kite Student Portal software is used by students to take tests. When running, the Kite Student Portal software covers the entire screen of the device, preventing students from accessing outside information during the test. This installation guide is for the people responsible for installing the Kite Student Portal software on testing machines before students take tests.

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Structure of Kite Student Portal Software Installation Guide

This manual assists in the installation of Kite Student Portal software on Macintosh.

A Note about Graphics

Every effort was made to assure the graphics in this manual match what the users will see when downloading and using the Kite Student Portal software. Expect some slight differences depending on the operating systems used to access Kite Student Portal software.

Version Information

This manual provides documentation for the Kite system release of August 2019.

Disclaimer

Kite[®], the Kite logo, Dynamic Learning Maps[®], DLM[®], the DLM logo, cPass[®], and the cPass logo are trademarks of The University of Kansas. All other trademarks referenced in this guide belong to their respective owners.

Using Kite Student Portal Software

Kite Student Portal software is used by students to take tests.

Getting Help

Common tasks are described in this manual, but if you need additional help, call or email the Service Desk.

Hint: Check your organization's website for a toll-free number for the Service Desk.

Phone: 785-864-3537

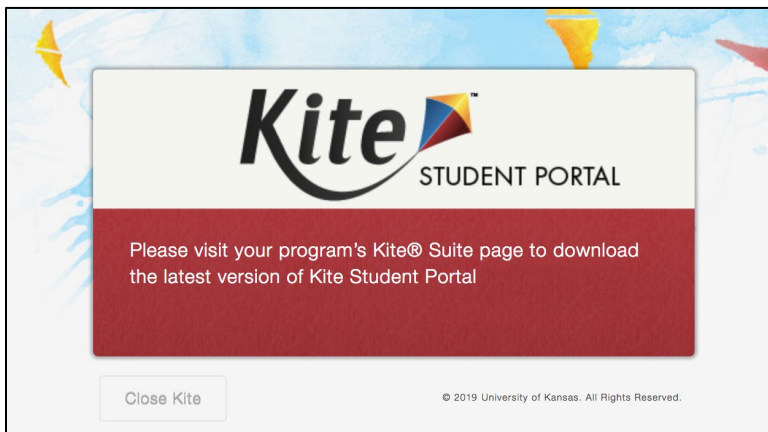
Email: kite-support@ku.edu

Updating/Uninstalling Previous Versions

Kite® Student Portal 7.0 requires a new installation.

You must uninstall any old versions of Kite Student Portal prior to installation.

Note: Outdated versions of Student Portal will display an error screen.



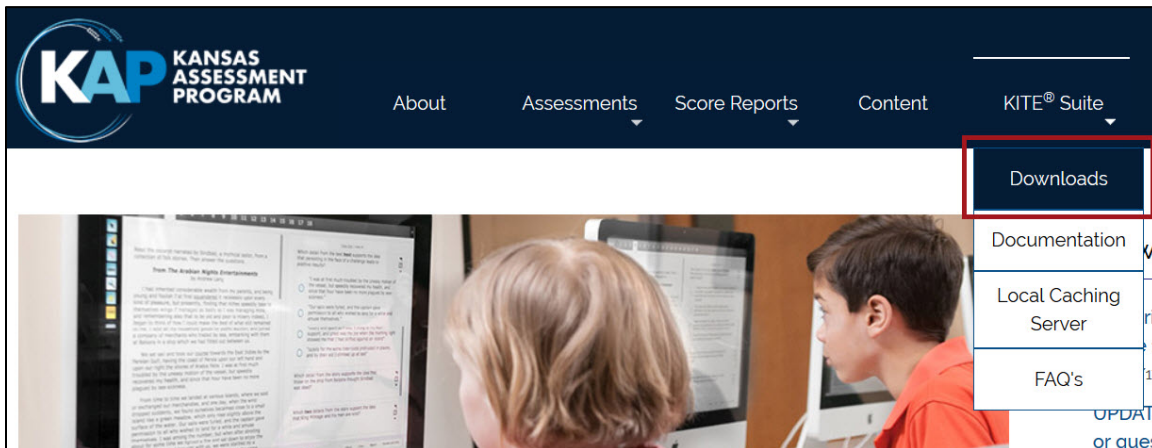
After uninstalling Kite Student Portal, you must also remove Kite Student Portal from the Application Support folder.

1. Open Finder.
2. In the Go menu bar at the top of the screen, click Go to Folder...
3. In the text field provided, type **~/Library/Application Support**
4. Click Go.
5. Delete anything Kite Student Portal or KITE Client related, such as the KiteStudentPortal folder.

Downloading the New Version

To download the Kite Student Portal software, perform the following steps.

1. Navigate to the Kite webpage.



2. Click Download for Mac.

Kite Student Portal

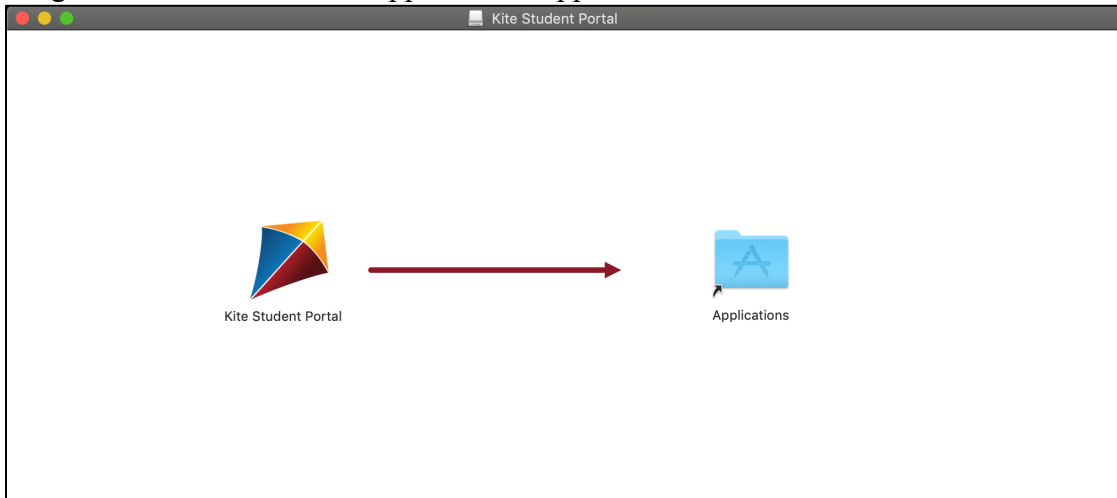
Kite Student Portal is a software program that must be installed on the computer or tablet used for testing. The minimum screen resolution required to run Kite is 1024x768. The list below will be updated as new versions become available.

Download for Windows (EXE MSI)	Installation instructions
<i>Windows 7, 8.1, and 10 supported</i>	
Download for Mac	Installation instructions
<i>macOS 10.13 – 10.14 supported</i>	
Download for Chromebook	Installation instructions
<i>ChromeOS running chrome browser 72+</i>	
Download for iPad	Installation instructions
<i>iOS 11- 12 supported</i>	

3. Click Save File.

Installing Kite Student Portal Software

1. Once the download has finished, open the DMG file.
2. Drag the Kite Student Portal app into the Applications folder.



3. From the Applications folder, create a Student Portal alias on the desktop.

Configuring Kite Student Portal Software for Use with LCS

Note: The LCS is not compatible with DLM[®] alternate assessment. If your site is participating in DLM assessments, please do not use an LCS.

Note: If your program or site does not use LCS, skip this section.

Before moving forward with the LCS, you must contact ATS in order to get the administrator's password for the LCS. Contact information can be found on page 2 of this guide.

If your organization uses LCS to allocate bandwidth during testing, you must set each client so that it points to the LCS.

Pointing Kite Student Portal Software to the LCS

Note: Configuring the LCS settings requires the use of a text editor. For best results, avoid TextEdit (included with OS X). Consider software like TextWrangler (Bare Bones software), TextMate (MacroMates Ltd.), or Brackets (Adobe).

To configure a testing machine, perform the following steps.

1. Open the Applications folder.
 2. Locate Kite Student Portal.app and open the program.
 3. Type Command + , (comma) and enter the administrator password when prompted.
 4. Click OK.
 5. In the Start URL text field, type your LCS Host URL.
 6. Click close.
 7. A pop up message will display alerting you that you edited settings and the current settings will be discarded. Click Apply.
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Note: The steps above need to be applied to each individual testing machine.

Accessing Kite Student Portal Software

For more information about the Kite Student Portal software, refer to the Educator's Guide to Kite Student Portal software.

Starting Kite Student Portal Software

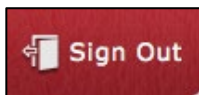
After the Kite Student Portal software has been installed and System Preferences have been adjusted, you can open the Kite Student Portal app from the Applications folder or from the alias you created on the desktop.

Note: If you receive a warning that Kite Student Portal software is an application downloaded from the Internet, click Open.

Closing Kite Student Portal Software

To close Kite Student Portal software, perform the following steps.

1. Click the Sign Out button.



2. Click the Close Kite button.



Troubleshooting

If you encounter any errors while using the Kite Student Portal software, you can always contact the service desk (contact information is on the first page of this guide). Some common issues and their solutions are below.

After exiting Kite Student Portal software, the Kite Student Portal process does not quit.

Sometimes, after exiting Kite Student Portal software, the process will continue to run in the background. To close the process, open the Activity Monitor and end the process.

Changes to the Guide

The following table lists the changes made to this guide since the last major release of the documentation.

Note: The Page column indicates the page number of the current document where the change appears.

Change Logged	Page	Description of Change
8/2/2019	All	Updated language from Student Portal 6.0 to 7.0.
8/2/2019	5	Kite Student Portal installation process updated.
8/2/2019	6	LCS instructions have been updated.